



Good neighbors make life more positive.

A good neighbor shows respect for his/her property, for the neighborhood and those living nearby.

This brochure will give you tips and address your responsibilities as a resident of the city of Rochester.



Uplifting Our Neighborhoods

Neighborhood Service Center Locations

Normal operating hours for the Neighborhood Service Centers (NSC) are Monday through Friday, 8 am - 5 pm

Calls to NSC Offices during off hours are taken by the City's 311 Call Center. NSC staff will follow-up on these calls on the following business day.

Northwest Quadrant

1099 Jay St. - Bldg. D/Suite 200
Rochester, NY 14611
Peter Saxe, Administrator
(585) 428-7620

Northeast Quadrant

500 Norton St.
Rochester, NY 14621
Marisol Lopez, Administrator
(585) 428-7660

Southwest Quadrant

923 Genesee St.
Rochester, NY 14611
David Hawkes, Administrator
(585) 428-7630

Southeast Quadrant

846 S. Clinton Ave.
Rochester, NY 14620
Nancy Johns-Price, Administrator
(585) 428-7640

Inspired by Rockingham East of
Goodman Neighborhood Association



Thomas S. Richards, Mayor
City of Rochester, NY



City of Rochester, New York

Department of Neighborhood &
Business Development

Neighborhood Service Centers





Tips for being a **good** neighbor

Help the elderly & disabled.

Keep your neighborhood clean and safe.

*Get involved!
Know your neighbors.*

Call the NSC to join a neighborhood group.

Build relationships and trust through communication and problem solving.

Crime Prevention

- Police and Citizens Together Against Crime (PAC-TAC) is a program that unites our citizens and police to prevent crime.
- Rochester's Crime Prevention Officers can conduct residential or business security surveys of your property. To schedule, call your Neighborhood Service Center.
- Crime Prevention tip: leave your porch light on.

This is general information. For specific codes, please visit the City of Rochester website.

Refuse and Toters

- Property owners are responsible for the maintenance of their property, including the right of way (the street, sidewalk and the area located between the sidewalk and the curb.)
- Generally, in occurrences which do NOT involve scattered debris and are not a safety hazard, a Warning is left at the property and a letter is sent to the property owner.
- For chronic situations of debris at the curb a Code Inspector will post a paper copy of either a 48 Hour Notice-and-Order or Immediate Notice-of-Order depending on the circumstance.
- Toters should not be out earlier than the evening before trash pick-up day, and they must be returned within 24 hours after pick-up.
- Refuse violations are subject to removal charges starting at \$45 for the first cubic yard and \$25 for each additional cubic yard.
- Pet owners are responsible for disposing of their animals' feces from any sidewalk, yard, park or tree lawn.

Noise Ordinance Information

Noise is a common complaint. Here are some things to keep in mind:

- Noise should not be audible beyond your property line between 10 pm and 8 am.
- Noise should not be audible beyond 50 feet from your property line between 8 am and 10 pm.

Parking

- When parking along the curb, remember to allow space for residents to enter their driveways. There must be a 5-foot minimum space.

Keeping Sidewalks Free of Snow and Ice:

- The person occupying the ground floor of a building, or the owner of a building or lot, must keep the adjacent sidewalks clear of snow and ice.
- No person shall remove snow or ice from private or public property and deposit it on the sidewalk, roadway, against a fire hydrant or bus stop.
- Remember: Violations of the snow code are subject to removal costs.



We're here to help! Call 311 or visit www.cityofrochester.gov